



PooPrints Training Document: Property Staff Role in the PooPrints Pet Registration Process

Objective:

To ensure a smooth and successful implementation of the PooPrints Dog DNA Program in your community by training property staff on the step-by-step process of resident pet registration, DNA swabbing, and waste management. Please share with Staff & Team.

Step 1: Resident Pre-Registration & Pet Audit

- **Direct all residents to complete the Pre-Registration Link**
 - The Pre Registration Link is found on the left side of your account portal dashboard – click, copy and paste where need to share
 - Pre-registration can be shared to all residents, including those without pets.
 - Resident creates an online pet profile for each unit, allowing for an accurate pet audit.
 - **Generate a Pet Audit Report**
 - Once resident profiles are submitted, a list of registered dogs appears under the “Awaiting Approval” section of your property dashboard.
 - This identifies the dogs that require a DNA cheek swab.
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Step 2: Scheduling & Conducting the Cheek Swab

- **Notify pet owners to schedule a cheek swab appointment**
 - Many communities provide keys to new residents when cheek swabs have been completed
 - Encourage compliance with reminders and scheduling assistance.
 - **Oversee the swabbing process**
 - The pet owner must perform the cheek swab in the presence of property staff.
 - Provide guidance if necessary – **Property Staff Do Not Handle Pets** (refer to YouTube training video: [How to Swab and Register a Dog in Your PooPrints](#)).
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Step 3: Assigning the DNA Number & Sending the Kit to the Lab

- **Assign and enter the Unique DNA Number (DN#) in the Property Portal**
 - Each swab kit has a DN# that must be assigned to the correct pet profile before shipping.
 - Failure to enter the DN# results in additional costs.
 - **Instructions to Update the Pet Profiles with the unique DN#**
 - Click the “Awaiting Approval” section.
 - Find the swabbed dog profile and click “Approve” under the “Actions” column.
 - Enter the DN# from the completed DNA Cheek Swab Kit.
 - Verify that the DN# matches the correct pet profile.
 - **Ship completed DNA kits to the lab**
 - Use the below Knoxville address.
 - BioPet Laboratories
409 Bearden Park Circle
Knoxville, TN 37919
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Managing Unattended Pet Waste on the Property

- **Collect a waste sample if pet waste is found**
 - Note: DNA does not expire
 - Use the Waste Collection Kit.
 - Follow the instructional video: [How to Collect and Register Waste in Your PooPrints](#).
 - **Submit the waste sample for testing**
 - Results take approximately two weeks.
 - **Match the waste sample to the pet owner**
 - Review documentation in your property account.
 - Download and provide the report to the pet owner for verification.
 - **Enforce community policy**
 - Notify the responsible pet owner.
 - Apply appropriate fines, penalties, or chargebacks per your community’s policy.
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Using Management & Reporting Tools

Each property has an account with management tools located on the left side of the dashboard at www.DNAWPR.com. If you don’t have a login, request one at [Hello@PooPrints.ca](mailto>Hello@PooPrints.ca)

Key Management Tools:

- **Dashboard:** Overview of all pet and non-pet unit registrations.
 - **Detail:** Displays company name and contact details.
 - **Admin:** Shows all property staff users with login access.
 - **Pending Approval:** Dogs waiting for a cheek swab (click “Approve” to assign DN#).
 - **Dog Owners:** Lists of dogs that have completed swabs and been processed by the lab.
 - **Add New Dog Owner:**
 - Used if a dog is not yet added via the Pre-Registration Link.
 - Always check for existing profiles to avoid duplication.
 - **Pre-Registration Link:** Unique registration link for your community to share with residents.
 - **Dogs:** Shows all registered dogs with completed DNA processing.
 - **Waste Sample Results:** Displays results of submitted waste samples.
 - **Enter Waste Sample:** Used to submit details for a new waste sample.
 - **Reports:** Explore various reports to manage your community effectively.
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Contact & Support

By following this structured process, we ensure that all pets are properly registered, contributing to a cleaner and more responsible pet-friendly environment.

For questions or additional training, contact us at **Hello@PooPrints.ca**.

Thank you for your dedication to making this program a success!

Best,

Garry Bradamore

PooPrints Canada

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